

# **LCP Transportation**

**Your Partner in CARE  
Seminar Session for MHS**

*2019*



**LCP** Transportation LLC



# Coverage for MHS Members

## Your Partner in Getting CARE

- LCP Transportation, a long-time partner with MHS, provides quality transportation services for all eligible MHS members per IHCP coverage guidelines.
- The following “Enhanced” services are also offered as value added services:
  - No Trip Limits
  - Additional Rider Availability
  - Trips to and from Caseworker Appointments
  - Trips to the Pharmacy (After Medical Appointment Only)
  - Special MHS Health related events
  - Booster Seat options for members in need
  - Friends and family reimbursement
  - Public Bus transportation

# Scheduling Trips

- To schedule transportation call 1-800-508-7230 - 24/7
- Members can schedule up to 45 days in advance.
- Routine trips must be scheduled a minimum of 3 days prior to the appointment.
- Urgent Care trips (scheduled less than 3 days in advance of appointment) requires prior authorization, which includes confirmation from the provider of urgent need.
- Long distance trips (greater than 50 miles one way) requires prior authorization.

# Pick Up Times

- **Routine and Urgent Care trips less than 50 miles one way** – Member will not have to wait longer than two hours before and after the appointment for pick-up.
- **Routine and Urgent Care trips Over 50 miles One way (Long Distance)** - Member will not have to wait longer than four hours before and after the appointment for pick-up.

# Weather related cancellations

- If the county is in a state of emergency or Vendors have issued a notice to LCP Transportation, scheduled trips may need to be cancelled. Members will be notified of cancellation.
- If MHS Providers contact LCP Transportation to notify of office closures due to severe weather conditions, LCP Transportation will call the member to notify of office closure and request to reschedule appointment with the provider and LCP Transportation.

# Safety and Accommodations

- Minor children ages 0 through 15 years old must be accompanied by a parent or guardian escort or authorized representative.
- Minor children ages 16 and 17 years old must have a signed waiver on file to ride alone.
- Car seats are required by law for children newborn to four years of age and must be provided by the member.
- LCP Transportation provides booster seats for children 4 through 8 years of age and weighing at least 40 pounds up to 80 pounds.

# Member Rights and Responsibilities

- Rides should only be requested if the member has no other transportation.
- Pickup times are firm. Changes to appointments must be made in advance or a member may receive a “no show”. Multiple no-shows may result in suspension of door to door transportation.
- Wearing seat belts is always required.
- No smoking or vaping is allowed in the vehicle.
- No eating or drinking is allowed in the vehicle.
- Members shall not engage in illegal activity or be intoxicated during transportation.
- Verbal or physical abuse, failure to cooperate with the driver's instructions or violating rules may prevent members from receiving LCP services in the future.

# Special CARE Procedures

- Services for Culturally Diverse Members
  - On Site Interpreters
    - Spanish
- Voiance- Interpreter Language Line – 1-866-998-0338  
(For internal use only)
- Services for Special Needs Members
  - Language Line
  - TTY Phone line

# Business Requirements

- LCP Transportation only transports MHS Members to covered IHCP or MHS approved services.
- Prior authorization is required for out-of-state trips.
- MHS Members being referred by their PMP to another facility or medical professional must have the facility's name, address, and phone number in order to schedule the trip.

# Member / Provider Satisfaction

- ▶ Customer Service is a priority. All complaints should be reported to MHS Customer Service. However, if a member thinks that a transportation provider is breaking the law in any way (drunk or reckless driving, improper sexual conduct, etc.) or personal safety is in immediate danger, the member should first call the police and then report to MHS Customer Services at 877-647-4848.
- ▶ Report issues of Fraud, Waste and Abuse to at [MHSfraudreport@mhsindiana.com](mailto:MHSfraudreport@mhsindiana.com) or member services at 877-647-4848 or to make a confidential report call our corporate office - Centene at 866-685-8664.

# Bus Passes

- Bus passes are offered for the cities listed below for members traveling within the same city:
  - Anderson
  - Columbus
  - Elkhart
  - Fort Wayne
  - Indianapolis
  - Lafayette
  - Muncie
  - Richmond
  - Terre Haute
- Bus passes are also offered for members traveling between the South Bend/ Mishawaka area.

# Friend and Family Mileage Reimbursement

- Members who have a friend or family member willing to drive them to frequent appointments may be eligible to receive mileage reimbursement.
- The person driving the member must complete an IHCP enrollment packet at [www. IN.gov/Medicaid/providers/548.htm](http://www.IN.gov/Medicaid/providers/548.htm)
- After approval by IHCP, the member must schedule transportation at least 1 hour in advance with LCP Transportation.
- For Friends and Family Mileage Reimbursement documentation should be mailed to the following address:  
LCP Transportations Mileage Reimbursement  
4310 Guion Rd., Indianapolis, IN 46254.

# NEMT Claims submission

- Vendors need to submit grand total invoices and signature sheets to match the invoiced trips through the One Drive link.

# Emergency Ambulance Claim Information

- MHS is now processing ambulance claims beginning with a service date of 5/1/2019. Those claims should be sent to:
  - MHS  
P.O. Box 3002  
Farmington, MO 63640-3802
- Ambulance Claims for dates of service prior to 5/1/2019 are still being processed by LCP and should be submitted to:
  - LCP  
P.O. Box 531097  
Indianapolis, IN 46253-1097.

# Questions?



**LCP** Transportation LLC



[www.lcptransportation.com](http://www.lcptransportation.com)

# Session Survey

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1013>